



**Ambitious  
about Autism**

# Compliments and complaints

An easy-read guide  
explaining our compliments  
and complaints policy





**At Ambitious about Autism we try to do our best in our work, to help us to get better at what we do, we want to hear from:**

- people who use our services, like our learners
- parents and carers of those we support
- people in the local community
- other organisations.



**We want these people to:**

- tell us if they are worried about something (a concern)
- tell us if something is wrong and they are unhappy about how Ambitious about Autism has handled something (a complaint)
- share their thoughts if something is going well (a compliment). We want to make sure we do more of these things.



## Having a policy helps to make sure complaints are dealt with fairly, seriously and within clear timeframes.

How do you raise a concern or complaint?



- The best way to raise a concern is by speaking to a staff member you know at Ambitious about Autism
- Through an advocate or representative



- By email to the organisation's complaints email address: [feedback@ambitiousaboutautism.org.uk](mailto:feedback@ambitiousaboutautism.org.uk)



- You can also make a complaint via our website: [www.ambitiousaboutautism.org.uk](http://www.ambitiousaboutautism.org.uk) where you can find a web form



- By telephone: If the concern is about the school or college, call them directly
- We also have a telephone line for any other complaints or to ask us about the process: 020 8078 0846



- By letter to the Head of Governance and Compliance, Ambitious about Autism, Woodside Avenue, Muswell Hill, London, N10 3JA.

**Try and give us as much detail as possible so we can sort the problem out as quickly as possible. Think about what happened, when, how, and who was involved.**



When making a complaint make sure you tell us within a year of it happening.

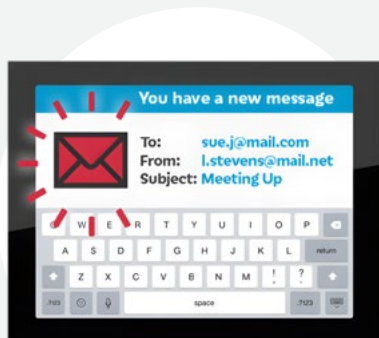
If you need help making a complaint, or want someone to attend meetings with you that's OK, just ask.



We will have a conversation with you about your concerns and to try and resolve the issue. We can usually solve a problem this way.

If we need to take some time to talk to other people, we might take up to ten working days to come back to you with a response.

## In our response we might do one or more of these things:



- give an explanation of what happened and why;
- admit that the situation could have been handled differently or better;
- explain that we will try to make sure the same thing will not happen again;
- explain how we will help you or our staff stop it happening again;
- offer an apology.



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However if you are not feeling happy with our response, let us know within the next ten working days and we will log a formal complaint.



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We will then take some time to investigate the formal complaint, by speaking to people to get more information and give you a more detailed response. This may take up to 20 working days.



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In very rare cases, the problem might still be unresolved, you must let us know within ten working days if that is the case.



We will then bring together a panel of more senior people to resolve it. There will be a meeting with these people, usually within 20 days, which you will come to. You can bring someone with you if you would like support, such as a parent or support worker.



We will make sure the right people are involved at the right time. Sometimes that is staff you might know, or it could be other people in the organisation who have been chosen to help.



It is important that all through the process everyone speaks kindly to each other and respects each other's opinions.

# We are Ambitious about Autism

Ambitious about Autism is the national charity standing with autistic children and young people.

We believe every autistic child and young person has the right to be themselves and realise their ambitions.

We started as one school and have become a movement for change. We champion rights, campaign for change and create opportunities.

## Contact us

The Pears National Centre for Autism Education  
Woodside Avenue, London N10 3JA

☎ 020 8815 5444

✉ [info@ambitiousaboutautism.org.uk](mailto:info@ambitiousaboutautism.org.uk)

🌐 [ambitiousaboutautism.org.uk](http://ambitiousaboutautism.org.uk)

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Ambitious about Autism Schools Trust is an exempt charity in England and Wales and a registered company: 08335297.